



JV Flex Position Description: Resident Services Coordinator

Position Title: Resident Services Coordinator

Agency: Volunteers of America (VOA)

Program: Men's Resource Center

Location: Portland, OR

Primary Service Category: Substance Addiction/Recovery/Prevention

Other Service Categories: Criminal Justice/Incarceration, Social Services

About JV Flex: JV Flex is a program of Jesuit Volunteer Corps (JVC) Northwest, which partners passionate individuals with values-driven organization for a year of service in Portland or Seattle. The JV Flex program offers opportunities in personal growth and formation, along with community-building through monthly meet-ups and two annual retreats with your local cohort of fellow volunteers. Participants of the JV Flex program are also AmeriCorps members, and will receive healthcare, childcare (if needed), a living allowance of \$15,100 and the \$6345 AmeriCorps education award upon completion to use for prior loans or further study.

About Volunteers of America: Volunteers of America is dedicated to helping those most vulnerable, the abused, and those in need of a second chance. VOA aims to enhance lives by promoting self-determination, building strong communities, and standing for social justice. VOA provides services include residential treatment, outpatient services, and drop-in child care, and more.

Position Description

The Resident Services Coordinator is responsible for supervising and providing crisis counseling and support services for clients who identify as men in a residential therapeutic community. These services are provided both at the treatment center and in traveling with the clients in the community on recreation activities, on community service activities and recovery meetings. The MRC serves clients who are recovering from drug and alcohol addiction, in a residential setting. This is a dynamic position in a team-oriented environment.

Duties and Responsibilities

- Provide clinical supervision of clients to ensure a safe, secure, and sanitary environment (30%)
- Consistently apply VOA policies and procedures in dealing with clients and implement consequences as needed (30%)
- Counsel clients in routine and crisis matters, providing case management services as assigned (20%)
- Facilitate groups and lead education classes as assigned (10%)
- Verify and monitor clients' location and status (5%)
- Inform Assistant Program Director of pertinent client treatment issues (5%)



Language Requirements: English

Education/Experience Requirements: High School Diploma. One year of social service experience, or a bachelor's degree in a related field. Prior experience providing crisis counseling and conflict resolution skills in a dynamic environment. Prefer knowledge of addictions, criminal behavior, and at-risk populations. Capable of functioning with minimal on-site supervision. Excellent communication skills, both oral and written.

Other Requirements: Oregon state driver's license. The JV AmeriCorps member will occasionally use the MRC vans to transport clients or pick up medications

Additional Position Details

Physical Tasks and Demands:

- Occasionally lift and/or move up to 25 pounds
- Transport clients to meetings and appointments as necessary
- The JV AmeriCorps member will be tasked to answer all calls at the front desk and respond or pass along inquires to other staff members or clients
- JV AmeriCorps member will assist clients and other staff members during house clean up by using a mop and broom or other basic cleaning devices
- The JV AmeriCorps member will frequently move throughout the facility, including climbing two sets of 15 stairs to reach the client bedrooms in order to take hourly head count and supervise upstairs house chores.

General Skill Requirements:

- Must be able to learn quickly and follow detailed policies and procedures

Computer Skills Requirements:

- Computer literacy (functional ability with electronic medical records, Word and Outlook Express)

Training and Professional Development Offered:

- First Aid/CPR/AED
- Narcan use
- Mandatory reporting

To apply for this and other JV Flex positions, please submit an online application at jvcnorthwest.org/JVFlex